



Department of Medical Assistance Services
600 East Broad Street, Suite 1300
Richmond, Virginia 23219
www.dmas.virginia.gov

MEDICAID PROVIDER MANUAL UPDATE

TO: All Physician/Practitioner providers participating in the Virginia Medical Assistance Program, Managed Care Organizations, and holders of the Physician/Practitioner Provider Manual

FROM: Gregg A. Pane, MD, MPA, Director
Department of Medical Assistance Services (DMAS)

MEMO: Update

DATE: November 5, 2010

SUBJECT: Update to the Physician/Practitioner Provider Manual (Chapter IV)

The purpose of this memorandum is to provide updates for physicians/practitioners related to the BabyCare Risk Screen. All program requirements may be viewed in the forthcoming Physician/Practitioner Manual and the BabyCare Manual updates. Specific program clarifications/changes for practitioners and physicians are emphasized below:

Chapter IV

- Provided background information on importance of screening for behavioral health risks of pregnant women and mothers of infants.
- Changed the instrument required to bill for the BabyCare Risk Screen (99420) to a standardized health risks screening instrument.
- Removed requirement to attach copy of Risk Screen instrument to claim for 99420.
- Removed requirement for physician referral to authorize BabyCare case management.
- Referenced the BabyCare provider manual for other changes to the BabyCare program.

The attached table shows the changes to the manual. Please review these changes carefully.

VIRGINIA MEDICAID WEB PORTAL

DMAS offers a web-based Internet option to access information regarding Medicaid or FAMIS member eligibility, claims status, check status, service limits, service authorizations, and electronic copies of remittance advices. Providers must register through the Virginia Medicaid Web Portal in order to access this information. The Virginia Medicaid Web Portal can be accessed by going to: www.virginiamedicaid.dmas.virginia.gov. If you have any questions regarding the Virginia Medicaid Web Portal, please contact the ACS Web Portal Support Helpdesk, toll free, at 1-866-352-0496 from 8:00 A.M. to 5:00 P.M. Monday through Friday, except holidays. The MediCall audio response system provides similar information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider.

ELIGIBILITY VENDORS

DMAS has contracts with the following eligibility verification vendors offering internet real-time, batch and/or integrated platforms. Eligibility details such as eligibility status, third party liability, and service limits for many service types and procedures are available. Contact information for each of the vendors is listed below.

Passport Health Communications, Inc. www.passporthealth.com sales@passporthealth.com Telephone: 1 (888) 661-5657	SIEMENS Medical Solutions – Health Services Foundation Enterprise Systems/HDX www.hdx.com Telephone: 1 (610) 219-2322	Emdeon www.emdeon.com Telephone: 1 (877) 363-3666
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COPIES OF MANUALS

DMAS publishes electronic and printable copies of its Provider Manuals and Medicaid Memoranda on the DMAS website at <http://dmasva.dmas.virginia.gov/>. Refer to the “Provider Services” link, which takes you to the “Provider Manuals, Memos and Communications” link. This link opens up a page that contains all of the various communications to providers, including Provider Manuals and Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet or would like a paper copy of a manual, you can order it by contacting Commonwealth-Martin at 1-804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates that are requested.

“HELPLINE”

The “HELPLINE” is available to answer questions Monday through Friday from 8:30 a.m. to 4:30 p.m., except on state holidays. The “HELPLINE” numbers are:

1-804-786-6273 Richmond area and out-of-state long distance
1-800-552-8627 All other areas (in-state, toll-free long distance)

Please remember that the “HELPLINE” is for provider use only. Please have your National Provider Identification Number available when you call.

Attached Number of Pages: (1)

***PHYSICIAN/PRACTITIONER
PROVIDER MANUAL***

**REVISION CHART
November 5, 2010**

SUMMARY OF REVISIONS

MANUAL SECTION	MATERIAL REVISED	NEW PAGE NUMBER(S)	REVISED PAGE(S)	REVISION DATE
Chapter IV	Chapter IV		Entire Chapter	11/5/2010

FILING INSTRUCTIONS

MANUAL SECTION	DISCARD	INSERT	OTHER INSTRUCTIONS
Chapter IV	Old Chapter IV	New Chapter IV	